



**STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

**NOTIFICATION OF STATEWIDE CONTRACT**

**October 1, 2002**

**TITLE: Digital key Telephone Systems**

**CONTRACT PERIOD: September 1, 2002 through August 31, 2003**

**BUYER:** Ted Wilson  
(573) 751-1692  
wilsot@mail.oa.state.mo.us

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.  
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **NOT MANDATORY**.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

Instructions for use of this contract, specifications, requirements, and pricing are attached.

<b>CONTRACT NUMBER</b>	<b>VENDOR NUMBER</b>	<b>VENDOR INFORMATION</b>	<b>MBE/ WBE</b>	<b>COOP PROC</b>
C002008002	8603802830 0	Inter-Tel Technologies, Inc Attn: Linda Van Niekerk 3600 I-70 Drive SE, Suite A Columbia, MO 65201 (573) 876-5080	20% MBE  10% WBE	YES

## STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
<b>09/01/02- 08/31/03</b>	<b>10/01/02</b>	<b>Changed Vendor Number</b>
09/01/02- 08/31/03	08/31/02	Renewal of Contract – no changes in price from last renewal
09/01/01- 08/31/02	01/31/02	Changed cover page to reflect that contract is cooperative.
09/01/01- 08/31/02	08/20/01	Renewal of contract.
09/01/00 – 08/31/01	05/23/01	Changed: Contractor's Name , Vendor Number Buyer's Name and buyers telephone/e-mail
9-1-00 through 8-31-01	9-21-00	Initial issuance of new statewide contract

### **System Requirements:**

The contractor furnishes Nortel digital key systems of sufficient size and expansion capability to meet or exceed the requirements of all of the systems (A, B, C, and D) specified below:

<u>System Size</u>	<u>Lines Equipped</u>	<u>Capacity</u>	<u>Stations Equipped</u>	<u>Capacity</u>
A	2	4	4	12
B	4	8	12	24
C	8	16	24	120
D	16	32	120	192

“Equipped” shall be defined as “installed and working”; “capacity” shall be defined as “system can grow with minor modifications such as the addition of circuits packs/cards” and station equipment.

Attendant Consoles: System A shall, upon the request of the ordering agency, be equipped with an attendant console. System A should not include the expense of an attendant console. Systems B, C, and D shall be equipped with an attendant console. Busy lamp field features and direct station selection options, for all stations in the equipped category, should be included in the system, and work with the attendant consoles.

Each system will be able to grow to the next larger sized system using the same telephone instruments. All systems must be from the same manufacturer and modular in design. The systems will have the means to grow system sizes B, C, and D to capacity without replacing the key service unit.

### **Guaranteed Installation Completion Dates:**

System A: 15 days ARO  
System B: 15 days ARO  
System C: 30 days ARO  
System D: 30 days ARO

### **Maintenance:**

Standard service shall include preventive and remedial maintenance as well as all parts and labor.

The contractor must respond and provide repair services in an emergency situation within three (3) hours, 24 hour per day, 7 day per week (including holidays) for any state facilities that operate as normal business 24 hours per day to include, but not be limited to, the Missouri State Highway Patrol, Department of Corrections, Department of Mental Health, and Department of Social Services residential facilities.

Response time shall be defined as (1) providing an effective response from a qualified technician using remote access within one half hour and/or (2) providing for the physical dispatch of a qualified technician within one hour and the technician on site at the calling agency's location within 3 hours from the time when a call for service is placed by a state agency.

If the problem cannot be resolved by remote access, the technician must be on site within 3 hours from the time when a call for service is placed.

The contractor must provide emergency maintenance response within four (4) hours, 9 hours per day, 5 day per week (excluding holidays) for all other agencies.

An emergency shall be considered to exist when one or more of the following conditions exist:

- Twenty five percent (25%) or more of trunks, lines and/or stations are inoperative. Inoperative shall be defined as the inability to either originate or receive calls.
- Any attendant position is incapable of either answering or extending calls.

- Any station(s) specifically designated by any hospital, correctional or public safety agency prior to system cutover as critical to safety are not acceptable, not to exceed five percent (5%) of the total number of stations.
- Eighty five percent (85%) of all other out-of-service trouble reports in any month not requiring unusual repair shall be corrected within one working day from the time the report is received by the contractor.

If response time guarantees are not met, the state agency may deduct \$25 per hour from the maintenance cost.

The contractor must provide additional support services for hardware trouble shooting purposes.

The contractor must respond to all requests for adds, moves, and changes in a timely manner.

The contractor must maintain written assurance of continuing engineering, spare parts, and back up support from the equipment manufacturer.

The State of Missouri reserves the right to cancel maintenance on any or all of the item(s) with 30 days prior written notice to the contractor.

**Single Point of Contact:**

Convergent Communications shall be the single point of contact for all contract matters.

**Warranty:**

New systems acquired under the contract will have a three-year warranty.

**PRICING**  
**C002008002 – Amendment 004**  
**9/1/01 through 8/31/02**

<b>ITEM NO.</b>	<b>DESCRIPTION</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
<b>1.</b>	<b>SYSTEM A</b>		
	Nortel CICS Cabinet, Power Supply, Auto-Attendant, (1) LS/DS, & Analog Port	3.00	509.00
	Surge Protector		15.00
	2 pair C.O. Protector		25.00
	Software Cartridge (4x8)		216.00
	7310 Telephone	3.00	206.00
	7208 Telephones	3.00	190.00
	Installation utilizing in-place cable		65.00

<b>ITEM NO.</b>	<b>DESCRIPTION</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
<b>2.</b>	<b>SYSTEM B</b>		
	Nortel MICS Cabinet, Power Supply (equipped x32)	3.00	901.00
	Surge Protector		15.00
	4 pair C.O. Protector		40.00
	MICS Software Cartridge		1,004.00
	LS/DS Trunk Cartridge		334.00
	7310 Telephone	3.00	206.00
	Busy Lamp Field Unit	3.00	108.00
	7208 Telephones	3.00	190.00
	Installation utilizing in-place cable		65.00

<b>ITEM NO. 3.</b>	<b>DESCRIPTION  SYSTEM C</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
	Nortel MICS Cabinet, Power Supply (equipped 0x32)	3.00	901.00
	Surge Protector		15.00
	8 pair C.O. Protector		70.00
	MICS Software Cartridge		1,004.00
	LS/DS Trunk Cartridge		334.00
	7324 Telephone	3.00	278.00
	Key Lamp Module	3.00	272.00
	Station Auxiliary Power Supply		46.00
	Power Bar		16.00
	7208 Telephones	3.00	190.00
	Installation utilizing in-place cable		65.00

<b>ITEM NO.</b>	<b>DESCRIPTION</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
<b>4.</b>	<b>SYSTEM D</b>		
	Nortel MICS Cabinet, Power Supply (equipped 0x32)	3.00	901.00
	Surge Protector		15.00
	25 pair C.O. Protector		175.00
	XC Software		1,606.00
	LS/DS Trunk Cartridge		334.00
	6 Port DS Link		875.00
	Station Module		679.00
	Trunk Module		391.00
	7324 Telephone	3.00	278.00
	Key Lamp Module	3.00	272.00
	Station Auxiliary Power Supply		46.00
	Power Bar		16.00
	7208 Telephones	3.00	190.00
	Installation utilizing in-place cable		65.00

**PRICING – OTHER**

<b>ITEM NO.</b>	<b>TELEPHONE SYSTEM EQUIPMENT DESCRIPTION</b> (PRICES DO NOT INCLUDE INSTALLATION )	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
5	MICS Power Supply		329.00
6	MICS 0x32 Key Service Unit	5.00	1,699.00
7	MICS 4.1 Software		1,184.00
8	MICS XL Software		1,648.00
9	CICS (4x16) Cabinet & Power Supply	5.00	1,018.00
10	CICS Software (Restricted) 4x8		283.00
11	CICS Software Upgrade (Restricted to Standard)		370.00
12	CICS Software (Standard) 4x16		370.00
13	CICS Station Expansion (expands from 16 to 24 ports)		1,143.00
14	7208 Telephone	3.00	236.00
15	7310 Telephone	3.00	267.00
16	7324 Telephone	3.00	360.00
17	7100 Telephone (digital S/L)	3.00	169.00
18	---	---	

<b>ITEM NO.</b>	<b>TELEPHONE SYSTEM EQUIPMENT DESCRIPTION</b> (PRICES DO NOT INCLUDE INSTALLATION )	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
19	Key Lamp Module	3.00	339.00
20	Busy Lamp Field (utilized on 7310)	3.00	128.00
21	Station Auxiliary Power Supply		72.00
22	Companion Wireless 2x1 Package w/ XC Software (Includes base station & 2 portables) * Any wireless application larger than this will require 8 hrs deployment at our hourly rate	20.00	2,575.00
23	Base Station w/ Power & Credit	5.00	700.00
24	Portable 3050 Handset (Includes charger & credit)		736.00
25	Leather Cover for 3050 Portable		25.00
26	110 Power Transformer (must have outlet within 15 ft. of base unit)		51.00
27	Remote Power (over 15 ft.)		566.00
28	Door Opening Controller		139.00
29	Door Telephone	3.00	265.00
30	Analog Terminal Adapter 2	3.00	192.00
31	Single Line Telephone w/ Message & Tap		41.00
32	SMDR Interface 6 (requires 1 station port)		490.00
33	2 Port Expansion Module		463.00
34	6 Port Expansion Module		978.00
35	Combo Fiber 6 Port Services Cartridge		1,155.00
36	Trunk Module		515.00
37	Trunk Cartridge (4 circuit)		427.00
38	DID Trunk Card (4 circuit)		890.00
39	E & M/DISA Trunk Cartridge (2 E&M/2 DTMF)		705.00
40	1A2 Trunk Cartridge (4 circuit)		667.00
41	Digital Trunk Card (24 circuit)		3,002.00
42	Service Cartridge for Digital Trunks		449.00
43	Station Module (16 circuit)		896.00
44	Centrex Software		869.00
45	Power Bar (1 bar / 2 modules)		21.00
46	Audio Conferencing Unit	5.00	880.00
47	Computer Telephony Adapter 100 (CTA 100)	3.00	334.00

<b>ITEM NO.</b>	<b>TELEPHONE SYSTEM EQUIPMENT DESCRIPTION</b> (PRICES DO NOT INCLUDE INSTALLATION )	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>
48	Computer Telephony Adapter 500 (CTA 500)	3.00	432.00
49	TSP 2.1 5 Station License		865.00
50	TSP 2.1 10 Station License		1,529.00
51	Rapport Software (5 seats & above)		360.00
52	---	---	---
53	Norstar Data Interface		656.00
54	Norstar Remote Utilities		772.00
55	4 Port S/T Interface BRI Cartridge		1,776.00
56	2 Port U Interface BRI Trunk Cartridge		1,081.00
57	4 Port U Interface BRI Trunk Cartridge		1,776.00
58	Caller ID Trunk Cartridge (4 circuit)		952.00
59	DS 30 / Station Port Adapter		656.00
60	Remote Access Device (RAD)		381.00
61	Analog Station Module (ASM) (8 ports)	40.00	1,339.00

<b>ITEM NO.</b>	<b>VOICE MAIL EQUIPMENT DESCRIPTION</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>	<b>INSTALL PRICE</b>
	*Designates T&M			
62	Norstar 2 Port Voice Mail Upgrade	20.00	2,703.00	*
63	Norstar Manager	5.00	721.00	*
64	VMI (Voice Mail Integration for 3 <sup>rd</sup> Party Integration) *each VMI requires (2) digital Station ports and supports (2) voicemail ports. Maximum (10) VMI's per Norstar system.	20.00	1,158.00	See install time & material price
65	Norstar Voice Mail Model 4 w/ Minuet ACD	65.00	6,684.00	500.00
66	Norstar Voice Mail Model 6 w/ Minuet ACD	70.00	8,600.00	500.00
67	Norstar Voice Mail Model 8 w/ Minuet ACD	95.00	10,512.00	750.00



<b>ITEM NO.</b>	<b>VOICE MAIL EQUIPMENT DESCRIPTION</b> Install Items annotated as *: see time and materials pricing.	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>	<b>INSTALL PRICE</b>
68	Norstar Voice Mail Model 10 w/ Minuet ACD	95.00	12,423	750.00
69	Norstar Voice Mail Model 12 w/ Minuet ACD	95.00	14,335	1,000.00
70	Norstar Voice Mail Model 16 w/ Minuet ACD	100.00	17,609.00	1,000.00
71	Norstar Voice Mail Fax Option	65.00	6,758.00	*
72	Desktop Messaging 10 Seat License		1,931.00	*
73	Desktop Messaging 25 Seat License		3,862.00	*
74	Norstar "Flash Light" Voice Mail (2 port / 90 minutes) 12 mailboxes / Voice Mail only / No Auto-Attendant	61.00	1,730.00	300.00
75	Upgrade – Flash Light to Flash 2		1,287.00	250.00
76	Norstar "Flash" Voice Mail (2 port / 90 minutes)	61.00	2,806.00	500.00
77	Flash: 2 to 4 Port Upgrade		1,678.00	250.00
78	Norstar "Flash" Voice Mail (4 port / 180 minutes)	61.00	4,228.00	500.00
79	-----	--	--	--
80	UPS System – Designed for System A (20 minutes ½ load)	10.00	515.00	*
81	UPS System - Designed for System B (20 minutes ½ load)	10.00	515.00	*
82	UPS System – Designed for System C (20 minutes ½ load)	20.00	917.00	*
83	UPS System – Designed for System D (20 minutes ½ load)	40.00	1,733.00	*
84	Surge Protector (single outlet)		16.00	*
85	Surge Protector (dual outlet)		32.00	*

<b>ITEM NO.</b>	<b>C.O. PROTECTORS DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION )</b>	<b>UNIT PRICE</b>
86	C.O. Protection 1 pr.	30.00
87	C.O. Protection 2 pr.	32.00
88	C.O. Protection 3 pr.	41.00
89	C.O. Protection 4 pr.	51.00
90	C.O. Protection 6 pr.	76.00
91	C.O. Protection 8 pr.	92.00
92	C.O. Protection 10 pr.	132.00
93	C.O. Protection 12 pr.	154.00
94	C.O. Protection 25 pr.	267.00

<b>ITEM NO.</b>	<b>C.O. PROTECTORS DESCRIPTION Install Items annotated as *: see time and materials pricing.</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>	<b>INSTALL PRICE</b>
95	Norstar Prelude ACD – 4 Channel (supports up to 15 agents)	100.00	10,423.00	750.00
96	Norstar Cinphony ACD – 8 Channel (supports up to 30 agents)	140.00	14,405.00	1,000.00
97	ACD Digital Voice Card	41.00	3,605.00	250.00
98	ACD 2 Channel Software Activation	41.00	3,605.00	250.00
99	Norstar Flash / ACD 2 Channel (10 agents / 2 agent groups)	30.00	3,180.00	500.00
100	Norstar Flash / ACD 4 Channel	60.00	4,471.00	500.00
101	Flash / ACD Cartridge Upgrade Kit (Allows ACD to be installed to existing Startalk Flash VMS systems)		2,060.00	*
102	Startalk Flash Softkey Upgrade (allows Flash VM to be enabled on ACD systems)		2,060.00	*

<b>ITEM NO.</b>	<b>INSTALLATION DESCRIPTION</b>	<b>UNIT PRICE</b>
103	Installation Utilizing In-place Cable	65.00
104	One (4) pr. L3 Plenum Cable Installation	125.00
105	One (4) pr. L5 Plenum Cable Installation	165.00
106	Two (4) pr. L3/5 Plenum Cable Installation	235.00

<b>ITEM NO.</b>	<b>PRICE PER FOOT OVER 150 FT RUN (LABOR &amp; MATERIAL)</b>	<b>UNIT PRICE</b>
107	Voice / Data (L3/5 plenum)	.80
108	Data (L5 plenum)	.55
109	Voice (L3 plenum)	.35

<b>ITEM NO.</b>	<b>CABLE – PRICE PER FOOT DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION – SEE</b>	<b>UNIT PRICE</b>
110	4 pair PVC	.13
111	25 pair PVC	.48
112	50 pair PVC	.98
113	100 pair PVC	2.00
114	200 pair PVC	3.80
115	4 pair Plenum (Level 3)	.30
116	4 pair Plenum (Level 5)	.60
117	25 pair Plenum	1.23
118	50 pair Plenum	2.16
119	100 pair Plenum	4.01
120	200 pair Plenum	8.85
121	1 pair Cross Connect	.05
123	2 pair Cross Connect	.06
124	3 pair Cross Connect	.09
125	6 pair Buried	.42
126	12 pair Buried	.58
127	25 pair Buried	.82
128	50 pair Buried	1.33
129	100 pair Buried	2.57
130	200 pair Buried	3.82
131	400 pair Buried	6.90
132	6 pair Aerial	.30
133	12 pair Aerial	.86
134	25 pair Aerial	1.23

<b>ITEM NO.</b>	<b>FIBER – PRICE PER FOOT DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION</b>	<b>UNIT PRICE</b>
135	1” Innerduct (Plenum)	3.79
136	1” Innerduct (PVC)	1.05
137	2 Strand Fiber (PVC) MM	.56
138	6 Strand Fiber (Plenum) MM	1.58
139	12 Strand Fiber (Plenum) MM	3.01
140	24 Strand Fiber (Plenum) MM	6.50
141	6 Strand Fiber MM O/S	1.94
142	12 Strand Fiber MM O/S	3.55
143	24 Strand Fiber MM O/S	6.34
144	Wall Mount Interconnect – 12	183.00
145	Wall Mount Interconnect – 24	304.00

<b>ITEM NO.</b>	<b>FIBER – PRICE PER FOOT DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION</b>	<b>UNIT PRICE</b>
146	Wall Mount Interconnect – 48	394.00
147	Rack Mount Interconnect – 12	222.00
148	Rack Mount Interconnect – 24	329.00
149	Rack Mount Interconnect – 48	422.00
150	6 Pack Loaded	57.68
151	6 Pack Blank Insert	8.90
152	ST Connector MM	12.36
153	SC Connector	15.65
154	Break Out Kit 6 Strand	41.20

<b>ITEM NO.</b>	<b>PATCH CABLES DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION</b>	<b>UNIT PRICE</b>
155	3 ft.	4.42
156	6 ft.	5.45
157	7 ft.	5.66
158	10 ft.	6.64
159	18 ft.	9.16

<b>ITEM NO.</b>	<b>PATCH PANELS DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION</b>	<b>UNIT PRICE</b>
160	12 Port w/ Bracket	133.00
161	24 Port w/ Bracket	245.00
162	48 Port w/ Bracket	414.00
163	96 Port w/ Bracket	705.00

<b>ITEM NO.</b>	<b>RELAY RACKS – DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION</b>	<b>UNIT PRICE</b>
164	Swing-Out (Wall Mount)	236.00
165	7 ft. (Floor Mount)	257.00

<b>ITEM NO.</b>	<b>LIGHTING PROTECTION –DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION</b>	<b>UNIT PRICE</b>
166	25 pair Protector Block	263.00
167	50 pair Protector Block	444.00
168	100 pair Protector Block	641.00
169	Carbon Module	5.15

<b>ITEM NO.</b>	<b>PAGING –DESCRIPTION</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>	<b>INSTALL PRICE</b>
170	70V Ceiling Speaker	1.50	30.00	90.00
171	Self Amplified Ceiling Speaker	1.50	41.00	90.00
172	Wall Speaker (70V)	1.50	41.00	90.00
173	Wall speaker (Self Amplified)	1.50	51.00	90.00
174	Speaker Support Bridge		5.00	
175	24V Power Supply (VP324)	1.50	30.00	*
176	24V Power Supply (VP624)	1.50	61.00	*
177	24V Power Supply (VP1024)	1.50	97.00	*
178	7.5 Watt Horn (70V)	1.50	63.00	90.00
179	15 Watt Horn (70V)	1.50	66.00	90.00
180	30 Watt Horn (70V)	1.50	77.00	90.00
181	5 Watt Horn (Self Amplified)	1.50	113.00	90.00
182	15 Watt Horn (Self Amplified)	1.50	133.00	90.00
183	10 Watt Amplifier	2.00	190.00	90.00
184	20 Watt Amplifier	2.00	221.00	90.00
185	35 Watt Amplifier	3.00	298.00	90.00
186	60 Watt Amplifier	3.00	370.00	90.00

187	100 Watt Amplifier	4.00	468.00	90.00
188	Electronic Chime	1.50	82.00	90.00
189	Loud Bell (24VDC) (Requires p.s.)	1.50	61.00	90.00
190	Loud Bell (90V) (Line powered)	1.50	41.00	90.00

<b>ITEM NO.</b>	<b>DESCRIPTION – OTHER / MISC</b> <b>Install Items annotated as *: see time and materials pricing</b>	<b>MONTHLY MAINT PRICE</b>	<b>UNIT PRICE</b>	<b>INSTALL PRICE</b>
191	9 Zone Page Unit (Requires amp speakers)	3.00	360.00	90.00
192	Tone Generator (Requires p.s.)	2.00	159.00	90.00
193	Centrex Paging Interface		309.00	*
194	Female 15 ft. / Pre-Amphenol Tail		18.00	*
195	Male 15 ft. / Pre-Amphenol Tail		18.00	*
196	66M150 Connecting Block w/ Bracket		18.00	*
197	Battery Back-Up	61.00	3,270.00	*
198	Polycom Full Duplex Speakerphone	30.00	669.00	*
199	Polycom 128 Video Conference Unit	71.00	7,117.00	*
200	Polycom 384 Video Conference Unit	103.00	10,678.00	*
201	Single / Dual / Blank Flush Plates		1.33	*
202	RJ11 Snap Jack		7.54	*
203	RJ45 Cat 5 Snap Jack		7.96	*
204	Long Line Cords		10.00	*
205	Long Handset Cords		14.00	*
206	Faceplates (for S/L telephones)		1.50	*
207	Headset	n/a	190.00	*
208	Handset Amplifier	2.00	77.00	*
209	Wall / Floor Molding (per ft.)	n/a	2.57	*
210	Recording Jack Interface	n/a	77.00	*
211	Toggle Switch		30.00	*
212	Okidata Printer (Serial)	20.00	550.00	*
213	Remote Changes (1 hour)		80.00	
214	Remote Changes (1/4 hour)		20.00	
215	Remote Changes (1/2 hour)		40.00	
216	Remote Changes (3/4 hour)		60.00	
217	Administrative Training		65.00/hr.	
218	Regular labor rate		65.00/hr.	
219	Overtime labor rate		97.50/hr.	
220	Double-time labor rate		130.00/hr.	